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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/783,478	02/20/2004	Gail E. McGiffin	10022/349 (01509-00/US)	2126
28164	7590	11/16/2006	EXAMINER	
ACCENTURE CHICAGO 28164 BRINKS HOFER GILSON & LIONE P O BOX 10395 CHICAGO, IL 60610			AGWUMEZIE, CHARLES C	
			ART UNIT	PAPER NUMBER
			3621	

DATE MAILED: 11/16/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

10/783,478

Applicant(s)

MCGIFFIN ET AL.

Examiner

Charlie C. Agwumezie

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 20 February 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-21 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-21 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date 3/7/05.

- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

## DETAILED ACTION

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

**Claims 1, 2, 6, 8-9, 11, and 13—21**, are rejected under 35 U.S.C. 102(b) as being anticipated by Ariathurai U.S. Patent Application Publication No. 2002/0198743 A1.

As per **claim 1 and 21**, Ariathurai et al discloses a computer-readable memory having stored thereon a data structure, the data structure being based on a relational data model and comprising:

an account entity class for storing a plurality of account data objects (0043; 0044);

a customer entity class for storing a plurality of customer data objects (0044; 0044); and

an account involvement entity class for storing an account involvement that establish a relationship among one of the plurality of account data objects and one of the plurality of customer data objects (0043; 0123). The practice of creating account entity classes among plurality of account data object and one of plurality of customer data objects are inherent and well known in the art and need not be described here in detail. For

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reference, one of ordinary skill in the art may refer to Faithe Wempen, Tech yourself Microsoft Access 2000, (Sams Publishing 1999) (lesson 25). Faithe made clear how to create table relationships in a relational database such as Microsoft Access by establishing relationship among classes or objects. Note: This reference is provided for the purpose of showing what is inherent in relational database as well as well known in the art.

As per **claim 2**, Ariathurai further discloses the data structure, wherein the account entity class includes an account entity for storing the plurality of account data objects (0043; 0044).

As per **claim 6**, Ariathurai further discloses the data structure, wherein the customer entity class includes a customer entity (0044).

As per **claim 8**, Ariathurai further discloses the data structure, wherein the customer entity class includes a customer involvement entity class, which stores a customer involvement that establish one or more relationships among at least two of the plurality of customer data objects (0043; 0123; creating relationships among classes and objects are inherent part of relational database.)

As per **claim 9**, Ariathurai further discloses the data structure, wherein the customer involvement entity class includes a customer involvement entity for storing the

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customer involvement (0043; 0123).

As per **claim 11**, Ariathurai further discloses the data structure, wherein the account involvement entity class includes an account involvement entity for storing the account involvement (0043; 0123).

As per **claim 13**, Ariathurai further discloses the data structure, further comprising:

an offering entity class for storing a plurality of offering data objects; and an offering involvement entity class establishing a relationship between at least one of the plurality of customer data objects and one of the plurality of offering data objects (0007; 0008; see figs. 12 and 14).

As per **claim 14**, Ariathurai further discloses the data structure, wherein the offering entity class includes a service entity class for storing a plurality of service data objects (0007; 0008; see figs. 12 and 14).

As per **claim 15**, Ariathurai further discloses the data structure, wherein the offering entity class includes a program entity class, which establishes a relationship between one or more service data objects and one or more product data objects (see figs. 12 and 14).

As per **claim 16**, Ariathurai further discloses the data structure, wherein the offering entity class includes a product entity class for storing a plurality of product data objects (see figs. 12 and 14).

As per **claim 17**, Ariathurai further discloses the data structure, wherein the offering involvement entity class includes a product involvement entity class for storing a program involvement, which establishes a relationship between at least one of a plurality of product data objects and one of the plurality of customer data objects (see figs. 10; 12 and 14).

As per **claim 18**, Ariathurai further discloses the data structure, wherein the product involvement entity class includes a service involvement entity class for storing a service involvement, which establishes a relationship between at least one of a plurality of service data objects and one of the plurality of customer data objects (see figs. 10; 12 and 14).

As per **claim 19**, Ariathurai further discloses the data structure, further comprising:

a provider entity class for storing a plurality of provider data objects (fig. 10; 0016; 0108); and

a task entity class for storing a plurality of task data objects, which may be related to one or more of the plurality of provider data objects (figs. 22, 23 and 33;

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0128).

As per **claim 20**, Ariathurai discloses a system for storing and processing account-related information by an application program, wherein the account-related information and the application program are stored in one or more computer-readable memories, the system comprising:

- a database (fig. 1);

- a data structure within the database and including an account entity class (0043; 0044);

- a customer entity class (0043; 0044); and

- an involvement entity establishing a relationship between at least one of the plurality of customer data objects and at least one of the plurality of account data objects; and a data module within the database and including a plurality of account data objects stored according to the account entity class and a plurality of customer data objects stored according to the customer entity class (0043; 0044). The practice of creating account entity classes among plurality of account data object and one of plurality of customer data objects are inherent and well known in the art and need not be described here in detail. For reference, one of ordinary skill in the art may refer to Faithe Wempen, Tech yourself Microsoft Access 2000, (Sams Publishing 1999) (lesson 25). Faithe made clear how to create table relationships in a relational database such as Microsoft Access by establishing relationship among classes or objects. Note: This reference is provided for the purpose of showing what is inherent in relational database

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as well as well known in the art.

***Claim Rejections - 35 USC § 103***

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**Claims 3, and 7**, are rejected under 35 U.S.C. 103(a) as being unpatentable over Ariathurai U.S. Patent Application Publication No. 2002/0198743 A1 in view of Faithe Wempen Teach Yourself Microsoft Access 2000, (1999).

As per **claims 3 and 7**, Ariathurai failed to explicitly disclose the data structure, wherein the account entity includes an account entity ID attribute as a primary key.

Faithe Wempen discloses the data structure, wherein the account entity includes an account entity ID attribute as a primary key (page 1).

Accordingly it would have been obvious to one of ordinary skill in the art at time of applicant's invention to modify the method of Ariathurai and incorporate the data structure, wherein the account entity includes an account entity ID attribute as a primary key as taught by Faithe Wempen, in order to identify the account.



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3. **Claims 4, and 5**, are rejected under 35 U.S.C. 103(a) as being unpatentable over Ariathurai U.S. Patent Application Publication No. 2002/0198743 A1 in view of Michael Hernandez, Relational Database Design, (2<sup>nd</sup> ed., 2003).

As per **claim 4**, Ariathurai failed to explicitly disclose the data structure, wherein the account entity class further includes an account group entity for establishing a relationship among two or more of the plurality of account data objects.

Hernandez discloses the data structure wherein the account entity class further includes an account group entity for establishing a relationship among two or more of the plurality of account data objects (see pages 2, 3 and 4).

Accordingly it would have been obvious to one of ordinary skill in the art at time of applicant's invention to modify the method of Ariathurai and incorporate data structure wherein the account entity class further includes an account group entity for establishing a relationship among two or more of the plurality of account data objects as taught by Faithe Wempen, in order to group account for easy management.

As per **claim 5**, Ariathurai failed to explicitly disclose the data structure, wherein the account group entity includes an account ID attribute defined as a foreign key.

Hernandez discloses the data structure, wherein the account group entity includes an account ID attribute defined as a foreign key (page 2, 3 and 4; Refining all foreign keys).

Accordingly it would have been obvious to one of ordinary skill in the art at time of applicant's invention to modify the method of Ariathurai and incorporate the data structure, wherein the account group entity includes an account ID attribute defined as a foreign key in view of the teachings of Hernandez, in order to identify the account.

4. **Claims 10, and 12**, are rejected under 35 U.S.C. 103(a) as being unpatentable over Ariathurai U.S. Patent Application Publication No. 2002/0198743 A1 in view of Yeh et al U.S. Patent Application Publication No. 2003/0149650 A1.

As per **claim 10 and 12**, Ariathurai failed to explicitly disclose the data structure, wherein the customer involvement entity class includes a customer role entity that defines a customer role for at least one of the plurality of customer data objects.

Yeh discloses the data structure, wherein the customer involvement entity class includes a customer role entity that defines a customer role for at least one of the plurality of customer data objects (0047).

Accordingly it would have been obvious to one of ordinary skill in the art at time of applicant's invention to modify the method of Ariathurai and incorporate the data structure, wherein the customer involvement entity class includes a customer role entity that defines a customer role for at least one of the plurality of customer data objects in view of the teachings of Yeh, in order to identify the customer.

***Conclusion***

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The reference cited to Penoyer U.S. Patent No. 6,460,028 is a document considered relevant to the claimed invention.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Charles C. Agwumezie whose number is **(571) 272-6838**. The examiner can normally be reached on Monday – Friday 8:00 am – 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, James Trammell can be reached on **(571) 272 – 6712**.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll free).

**Any response to this action should be mailed to:**

***Commissioner of Patents and Trademarks***

**Washington D.C. 20231**

Or faxed to:

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**(571) 273-8300.** [Official communications; including After Final communications labeled "Box AF"].

**(571) 273-8300.** [Informal/Draft communications, labeled "PROPOSED" or "DRAFT"].

Hand delivered responses should be brought to the United States Patent and Trademark Office Customer Service Window:

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**Alexandria VA. 22314**

**Charlie Lion Agwumezie**  
**Patent Examiner**  
**Art Unit 3621**  
**November 9, 2006**

 11/13/06  
**ANDREW J. FISCHER**  
**SUPERVISORY PATENT EXAMINER**  
**TECHNOLOGY CENTER 3600**